

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Agreed

46. Measurement:

Percent Trouble Reports Within 30 Days (I-30) of Installation

Definition:

Percent of N, T, and C orders by circuit that receive a network customer trouble report within 30 calendar days of service order completion.

Exclusions:

- UNE and Interconnection Trunks.
- Orders that are not N, T, or C.
- Trouble report received on the due date before service order completion.
- Trouble reports that are coded to Customer Premise Equipment (CPE), Interexchange Carrier/Competitive Access Provider, and Informational

Business Rules:

A trouble report is counted if it is flagged in WFA (Work Force Administration) as a trouble report that had a service order completion within 30 days. It cannot be a repeat report and must be a measured report. The order flagged against must be an addition in order for the trouble report to be counted. Specials are selected based on a specific service code off of the circuit ID.

The denominator for this measure is the total count of orders by circuit posted within the reporting month. However, the denominator will at a minimum equal the numerator. The numerator is the number of trouble reports received on or within 30 days after service order completion and closed within the reporting month.

Levels of Disaggregation:

- ~~Geographic~~ Geographic per State Agreements (See Appendix Four)
- Resold Specials
 - DDS
 - DS1
 - DS3
 - Voice Grade Private Line (VGPL)
 - ISDN BRI
 - ISDN PRI
 - Any other services available for resale
- UNE Loop and Port
 - ISDN BRI
 - ISDN PRI
 - Other combinations

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Calculation:	Report Structure:																		
[# of circuits that receive a network customer trouble report <u>on or within</u> 30 calendar days <u>after</u> of service order completion (<u>excluding trouble reports received on the due date</u>) ÷ total circuits installed] * 100	Reported for CLEC all CLECs, Ameritech, and Ameritech Affiliate.																		
Measurement Type:																			
Fier 1 High Fier 2 High																			
	<table><tr><th></th><th>IL</th><th>IN</th><th>MI</th><th>OH</th><th>WI</th></tr><tr><td>Tier 1</td><td>High</td><td>High</td><td>Med</td><td>High</td><td>High</td></tr><tr><td>Tier 2</td><td>High</td><td>High</td><td>Med</td><td>High</td><td>High</td></tr></table>		IL	IN	MI	OH	WI	Tier 1	High	High	Med	High	High	Tier 2	High	High	Med	High	High
	IL	IN	MI	OH	WI														
Tier 1	High	High	Med	High	High														
Tier 2	High	High	Med	High	High														
Benchmark:																			
Parity with Ameritech Retail.																			

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change -- Measurement Type Updated Per MI Remedy Plan Ruling

47. Measurement:																			
Percent Ameritech Missed Due Dates Due To Lack Of Facilities																			
Definition:																			
Percentage of N, T, and C orders by circuit with missed committed due dates due to lack of facilities.																			
Exclusions:																			
<ul style="list-style-type: none">• UNE and Interconnection Trunks.• Orders that are not N, T, or C.																			
Business Rules:																			
Includes orders with a completion date that is greater than the due date based on an Ameritech missed reason code for lack of facilities. This measurement is reported at a circuit level for all specials. Count any unsolicited FOC which modifies the due date as a missed due date.																			
Levels of Disaggregation:																			
<ul style="list-style-type: none">• Geographic <u>Geographic per State Agreements (See Appendix Four)</u>• Resold Specials<ul style="list-style-type: none">- DDS- DS1- DS3- Voice Grade Private Line (VGPL)- ISDN BRI- ISDN PRI- Any other services available for resale• UNE Loop and Port<ul style="list-style-type: none">- ISDN BRI- ISDN PRI- Other combinations																			
<u>NOTE:</u> Above disaggregations also reported for > 30 calendar days & > 90 calendar days.																			
Calculation:	Report Structure:																		
(# of circuits with missed committed due dates due to lack of facilities ÷ total circuits installed) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.																		
Measurement Type:																			
<table><tr><td></td><td><u>IL</u></td><td><u>IN</u></td><td><u>MI</u></td><td><u>OH</u></td><td><u>WI</u></td></tr><tr><td>Fier 1</td><td>Low</td><td>Low</td><td>Med</td><td>Low</td><td>Low</td></tr><tr><td>Fier 2</td><td>None</td><td>None</td><td><u>None</u></td><td>None</td><td>None</td></tr></table>			<u>IL</u>	<u>IN</u>	<u>MI</u>	<u>OH</u>	<u>WI</u>	Fier 1	Low	Low	Med	Low	Low	Fier 2	None	None	<u>None</u>	None	None
	<u>IL</u>	<u>IN</u>	<u>MI</u>	<u>OH</u>	<u>WI</u>														
Fier 1	Low	Low	Med	Low	Low														
Fier 2	None	None	<u>None</u>	None	None														
Benchmark:																			
Parity with Ameritech Retail.																			

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change

48. Measurement:

Average Delay Days for Missed Due Dates Due to Lack Of Facilities

Definition:

Average calendar days from due date to completion date on company missed circuits due to lack of facilities.

Exclusions:

- UNE and Interconnection Trunks.
- Orders that are not N, T, or C.

Business Rules:

Includes orders missed due to lack of facilities that are selected based on the missed reason code. The source is WFA (Work Force Administration) and is at an item or circuit level. UNEs are selected based on a specific service code off of the circuit ID.

Levels of Disaggregation:

- ~~Geographic~~ Geographic per State Agreements (See Appendix Four)
- Resold Specials
 - DDS
 - DS1
 - DS3
 - Voice Grade Private Line (VGPL)
 - ISDN BRI
 - ISDN PRI
 - Any other services available for resale
- UNE Loop and Port
 - ISDN BRI
 - ISDN PRI
 - Other combinations

Calculation:

$\Sigma(\text{Completion date} - \text{Committed circuit due date}) \div (\text{Total completed circuits with Ameritech caused missed due dates due to lack of facilities})$

Report Structure:

Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

Parity with Ameritech Retail.

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change – Measurement Type Updated Per MI Remedy Plan Ruling

49. Measurement:

Average Delay Days For Ameritech Caused Missed Due Dates

Definition:

Average calendar days from due date to completion date on company missed circuits.

Exclusions:

- UNE and Interconnection Trunks.
- Orders that are not N, T, or C.

Business Rules:

The calculation is the difference in calendar days between the completion date and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level. Specials are selected based on a specific service code off of the circuit ID.

Levels of Disaggregation:

- ~~Geographic~~ Geographic per State Agreements (See Appendix Four)
- Resold Specials
 - DDS
 - DS1
 - DS3
 - Voice Grade Private Line (VGPL)
 - ISDN BRI
 - ISDN PRI
 - Any other services available for resale
- UNE Loop and Port
 - ISDN BRI
 - ISDN PRI
 - Other combinations

Calculation:

$\Sigma(\text{Completion date} - \text{committed circuit due date}) \div (\text{Total completed circuits with a Ameritech caused missed due date})$

Report Structure:

Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.

Measurement Type:

~~Table 1. Measurement Type~~
~~Table 2. Measurement Type~~

	IL	IN	MI	OH	WI
Tier 1	Med	Med	Med	Med	Med
Tier 2	None	None	None	None	None

Benchmark:

Parity with Ameritech Retail.

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change – Measurement Type Updated Per MI Remedy Plan Ruling

50. Measurement:																			
Percent Ameritech Caused Missed Due Dates > 30 days																			
Definition:																			
Percentage of circuits where installation was completed greater than 30 days following the due date.																			
Exclusions:																			
<ul style="list-style-type: none">• CLEC caused misses.• UNE and Interconnection Trunks.• Orders that are not N, T, or C.																			
Business Rules:																			
This includes items completed after the Due Date, due to an Ameritech reason. This measurement is reported at a circuit level for all Specials.																			
Levels of Disaggregation:																			
<ul style="list-style-type: none">• Geographic <u>Geographic per State Agreements (See Appendix Four)</u>• Resold Specials<ul style="list-style-type: none">– DDS– DS1– DS3– Voice Grade Private Line (VGPL)– ISDN BRI– ISDN PRI– Any other services available for resale• UNE Loop and Port<ul style="list-style-type: none">– ISDN BRI– ISDN PRI-- Other combinations																			
Calculation:	Report Structure:																		
(# of circuits completed greater than 30 days following the due date + total installed circuits) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.																		
Measurement Type:																			
Fier 1 Low Fier 2 None <table><tr><td></td><td>IL</td><td>IN</td><td>MI</td><td>OH</td><td>WI</td></tr><tr><td>Fier 1</td><td>Low</td><td>Low</td><td>Med</td><td>Low</td><td>Low</td></tr><tr><td>Fier 2</td><td>None</td><td>None</td><td><u>None</u></td><td>None</td><td>None</td></tr></table>			IL	IN	MI	OH	WI	Fier 1	Low	Low	Med	Low	Low	Fier 2	None	None	<u>None</u>	None	None
	IL	IN	MI	OH	WI														
Fier 1	Low	Low	Med	Low	Low														
Fier 2	None	None	<u>None</u>	None	None														
Benchmark:																			
Parity with Ameritech Retail.																			

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Delete - Agreed

51. Measurement:

Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech

Definition:

The total number of orders that were cancelled by the CLEC after the order due date. Only orders cancelled with Ameritech missed codes are included.

Exclusions:

- ☐ UNE and Interconnection Trunk.
- ☐ Orders that are not N, T, or C.
- CLEC delayed orders.

Business Rules:

Includes orders that are cancelled by the customer after the negotiated due date and prior to completion.

Levels of Disaggregation:

- Geographic, per State Agreements
- ☐ Resold Specials
 - DDS
 - DS1
 - DS3
 - Voice Grade Private Line (VGPL)
 - ISDN BRI
 - ISDN PRI
 - Any other services available for resale
- ☐ UNE Loop and Port
 - ISDN BRI
 - ISDN PRI
 - Other combinations

NOTE: The count for the above disaggregations also reported for the following days past due groupings:

- 1-30
- 31-90
- > 90

Calculation:

of orders cancelled after the Due Date

Report Structure:

Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.

Measurement Type:

- Tier 1 - None
- Tier 2 - None

Benchmark:

Parity with Ameritech Retail.
Diagnostic. No benchmark required. The critical z allowance does not apply.

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Delete - Agreed

51.1 Measurement:	
Average Delay Days for Ameritech Caused Canceled Orders	
Definition:	
Average calendar days from due date to Cancel date on company missed orders. Only orders cancelled with Ameritech missed codes are included.	
Exclusions:	
<input type="checkbox"/> UNE and Interconnection Trunk. <input type="checkbox"/> Orders that are not N, T, or C. <input type="checkbox"/> CLEC delayed orders.	
Business Rules:	
Counts the average calendar days between the due date and the cancel date for orders that are cancelled by the customer after the negotiated due date and prior to completion.	
Levels of Disaggregation:	
<input type="checkbox"/> Geographic, per State Agreements <input type="checkbox"/> Resold Specials <input type="checkbox"/> DDS <input type="checkbox"/> DS1 <input type="checkbox"/> DS3 <input type="checkbox"/> Voice Grade Private Line (VGPL) <input type="checkbox"/> ISDN BRI <input type="checkbox"/> ISDN PRI <input type="checkbox"/> Any other services available for resale <input type="checkbox"/> UNE Loop and Port <input type="checkbox"/> ISDN BRI <input type="checkbox"/> ISDN PRI <input type="checkbox"/> Other combinations NOTE: The count for the above disaggregations also reported for the following days past due groupings: <input type="checkbox"/> 1-30 <input type="checkbox"/> 31-90 <input type="checkbox"/> >90	
Calculation:	Report Structure:
(total number of delay days) / total canceled orders Delay Days are Defined as (complete date - due date)	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 - None Tier 2 - None	

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Benchmark:
Parity with Ameritech Retail.
Diagnostic. No benchmark required.

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Maintenance

No Change - Measurement Type Updated Per MI Remedy Plan Ruling

52. Measurement:																							
Mean Time To Restore																							
Definition:																							
Average duration of network customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared.																							
Exclusions:																							
<ul style="list-style-type: none">• UNE and Interconnection Trunk.• No Access Time.• Delayed Maintenance Time.																							
Business Rules:																							
The start time is when the customer report is received and the stop time is when the report is closed in WFA. Specials are selected based on a specific service code off of the circuit ID.																							
Levels of Disaggregation:																							
<ul style="list-style-type: none">• Geographic <u>Geographic per State Agreements</u> (See Appendix Four)• Resold Specials<ul style="list-style-type: none">- DDS- DS1- DS3- Voice Grade Private Line (VGPL)- ISDN BRI- ISDN PRI- Any other services available for resale• UNE Loop and Port<ul style="list-style-type: none">- ISDN BRI- ISDN PRI- Other combinations																							
Calculation:			Report Structure:																				
$\frac{\sum[(\text{Date and time trouble report is cleared}) - (\text{date and time trouble report is received})] \div \text{total network customer trouble reports}}$			Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.																				
Measurement Type:																							
<table><tr><td></td><td>IL</td><td>IN</td><td>MI</td><td>OH</td><td>WI</td></tr><tr><td>Fier 1</td><td>High</td><td>High</td><td>Med</td><td>High</td><td>High</td></tr><tr><td>Fier 2</td><td>High</td><td>High</td><td>Med</td><td>High</td><td>High</td></tr></table>							IL	IN	MI	OH	WI	Fier 1	High	High	Med	High	High	Fier 2	High	High	Med	High	High
	IL	IN	MI	OH	WI																		
Fier 1	High	High	Med	High	High																		
Fier 2	High	High	Med	High	High																		

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Benchmark:
Parity with Ameritech Retail.

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change – Measurement Type Updated Per MI Remedy Plan Ruling

53. Measurement:	
Percent Repeat Reports	
Definition:	
Percentage of network customer trouble reports received within 30 calendar days of a previous customer report.	
Exclusions:	
UNE and Interconnection Trunk	
Business Rules:	
Includes customer trouble reports received within 30 calendar days of an original customer report. When the second report is received in 30 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 30 days, the second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports. If either the original or the second report within 30 days is a measured report, then the second report counts as a Repeat report.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Geographic, <u>Geographic per State Agreements (See Appendix Four)</u> • Resold Specials <ul style="list-style-type: none"> – DDS – DS1 – DS3 – Voice Grade Private Line (VGPL) – ISDN BRI – ISDN PRI – Any other services available for resale • UNE Loop and Port <ul style="list-style-type: none"> – ISDN BRI – ISDN PRI – Other combinations 	
Calculation:	Report Structure:
(# of network customer trouble reports received within 30 calendar days of a previous customer trouble report ÷ total network customer trouble reports) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.

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Measurement Type:					
Tier 1	High				
Tier 2	High				
	IL	IN	MI	OH	WI
Tier 1	High	High	Med	High	High
Tier 2	High	High	Med	High	High
Benchmark:					
Parity with Ameritech Retail.					

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

Agreed

54. Measurement:	
Failure Frequency	
Definition:	
The number of network customer trouble reports within a calendar month per 100 circuits.	
Exclusions:	
UNE and Interconnection Trunks.	
Business Rules:	
CLEC and Ameritech repair reports are entered into and tracked via WFA. Measured reports are counted in the month they close.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Geographic <u>Geographic per State Agreements (See Appendix Four)</u> • Resold Specials <ul style="list-style-type: none"> - DDS - DS1 - DS3 - Voice Grade Private Line (VGPL) - ISDN BRI - ISDN PRI - Any other services available for resale • UNE Loop and Port <ul style="list-style-type: none"> - ISDN BRI - ISDN PRI - Other combinations 	
Calculation:	Report Structure:
$\left[\frac{\text{\# of network trouble reports}}{\text{(Total in service circuits)} \div 100} \right]$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 - Low <u>None</u>	
Tier 2 - None	
Benchmark:	
Parity with Ameritech Retail.	

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Agreed – New Measurement

54.1. Measurement:

Trouble Report Rate net of Installation and repeat Reports

Definition:

The number of customer trouble reports exclusive of installation and repeat reports within a calendar month per 100 circuits.

Exclusions:

- UNE and Interconnection Trunks
- Trouble reports coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational
- Trouble Reports included in PM 46.
- Customer Trouble Reports included in PM 53.

Business Rules:

CLEC and Ameritech repair reports are entered into and tracked via WFA. Reports are counted in the month they post.

Levels of Disaggregation:

- Geographic (See Appendix Four)
- Resold Specials
 - DDS
 - DS1
 - DS3
 - Voice Grade Private Line (VGPL)
 - ISDN BRI
 - ISDN PRI
 - Any other services available for resale
- UNE Loop and Port
 - ISDN BRI
 - ISDN PRI
 - Other combinations

Calculation:

(Count of trouble reports exclusive of installation and repeat reports ÷ (Total in-service circuits ÷ 100))

Report Structure:

Reported by CLEC, all CLECs and Ameritech.

Measurement Type:

Low
High

	IL	IN	MI	OH	WI
Tier 1	Low	Low	Med	Low	Low
Tier 2	None	None	None	None	None

Benchmark:

Parity with Ameritech Retail.

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

UNBUNDLED NETWORK ELEMENTS (UNES)

Provisioning

Agreed

55. Measurement:

Average Installation Interval

Definition:

Average business days from application date to completion date for N, T, and C orders. The "X" business days is determined based on quantity of UNE stand-alone loops ordered and the associated standard interval.

Exclusions:

- Specials and Interconnection Trunks.
- ~~UNE Combo~~ UNE-Ps captured in the POTS or Specials measurements.
- Orders that are not N, T, or C.
- CLEC requested due dates greater than "X" business days as set out below.
- CLEC caused misses.
- Orders where CLECs are charged expedite charges
- Orders included in Measure 55.2
- Service requests involving major projects mutually agreed upon by CLECs and Ameritech. ~~For Resale and CPO a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers.~~ For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers.

Business Rules:

The Application Date is the day that Ameritech receives the customer initiated service request. The Completion Date is the day that Ameritech personnel complete the service order activity. The base of items is out of WFA (Work Force Administration).

If an order is completed on a Saturday, Sunday, or Holiday, Ameritech will include that day in the calculation of interval.

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Levels of Disaggregation:

Geographic, Geographic per State Agreements (See Appendix Four)

- 2 Wire Analog (1-10)
- 2 Wire Analog (11-20)
- 2 Wire Analog (20+)
- 2 Wire Digital (1-10)
- 2 Wire Digital (11-20)
- 2 Wire Digital (20+)
- ~~• 2 Wire INP (1-10)~~
- ~~• 2 Wire INP (11-20)~~
- ~~• 2 Wire INP (20+)~~
- DS1 loop (includes PRI)
- Switch Ports – Analog Port
- Switch Ports – BRI Port (1-50)
- Switch Ports – BRI Port (50+)
- Switch Ports – PRI Port (1-20)
- Switch Ports – PRI Port (20+)
- DS1 Trunk Port (1 to 10)
- DS1 Trunk Port (11 to 20)
- DS1 Trunk Port (20+)
- Dedicated Transport (DS0, DS1, and DS3) (1 to 10)
- Dedicated Transport (DS0, DS1, and DS3) (11 to 20)
- Dedicated Transport (DS0, DS1, and DS3) (20+) and all other types

Calculation:

$$\frac{[\sum(\text{Completion Date} - \text{Application Date})]}{(\text{Total items completed})}$$

Report Structure:

Reported for CLEC, all CLECs, and Ameritech Affiliate.

Measurement Type:

Tier 1 – None
Tier 2 – None

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Benchmark:

The standard offered interval is defined in business days as follows:

- 2 Wire Analog (1-10) – 3 Days
- 2 Wire Analog (11-20) – 7 Days
- 2 Wire Analog (20+) – 10 Days
- 2 Wire Digital (1-10) – 3 Days
- 2 Wire Digital (11-20) – 7 Days
- 2 Wire Digital (20+) – 10 Days
- ~~□ 2 Wire INP (1-10) – 3 Days~~
- ~~□ 2 Wire INP (11-20) – 7 Days~~
- ~~□ 2 Wire INP (20+) – 10 Days~~
- DS1 loop (includes PRI) – 3 Days
- Switch Ports – Analog Port – 2 Days
- Switch Ports – BRI Port (1-50) – 3 Days
- Switch Ports – BRI Port (50+) – 5 Days
- Switch Ports – PRI Port (1-20) – 5 Days
- Switch Ports – PRI Port (20+) – 10 Days
- DS1 Trunk Port (1 to 10) – 3 Days
- DS1 Trunk Port (11 to 20) – 5 Days
- DS1 Trunk Port (20+) – ICB
- Dedicated Transport (DS0, DS1, and DS3) (1 to 10) – 3 Days
- Dedicated Transport (DS0, DS1, and DS3) (11 to 20) – 5 Days
- Dedicated Transport (DS0, DS1, and DS3) (20+) and all other types – ICB

IN, MI, OH and WI require a benchmark for an average. IL requires parity.

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

No Change – Measurement Type Updated Per MI Remedy Plan Ruling

55.1. Measurement:

Average Installation Interval - DSL

Definition:

Average business days from application date to completion date for N, T, and C orders.

Exclusions:

- Orders that are not N, T, or C.
- CLEC requested due dates greater than the offered interval.
- CLEC caused misses.
- Orders where CLECs are charged expedite charges

Business Rules:

The Application Date is the day that the CLEC authorizes Ameritech to provision the DSL based on the loop qualification. If the loop qualification determines that no conditioning is required, Ameritech will initiate the service order when the loop qualification is returned from Ameritech engineering but the date the order was received will be the application date. If conditioning is required, Ameritech will reject the order back to the CLEC and wait for a supplement from the CLEC notifying Ameritech of the appropriate action to take. If the CLEC supplements the DSL order, Ameritech will issue the order and the application date will be the date that Ameritech receives the supplement. The Completion Date is the day that Ameritech personnel complete the service order activity. The base of items is out of WFA (Work Force Administration) and it is reported at a circuit level.

If an order is completed on a Saturday, Sunday, or Holiday, Ameritech will include that day in the calculation of interval.

Levels of Disaggregation:

~~Geographic~~, Geographic per State Agreements (See Appendix Four)

Loops requiring conditioning

- Line Sharing
- No Line Sharing

Loops requiring no conditioning

- Line Sharing
- No Line Sharing

Broadband DSL

- Line Sharing
- No Line Sharing

Calculation:

$$[\Sigma(\text{Completion Date} - \text{Application Date})] \div (\text{Total items completed})$$

Report Structure:

Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.

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Measurement Type:					
Tier 1	High				
Tier 2	High				
	HL	IN	MI	OH	WI
Tier 1	High	High	Med	High	High
Tier 2	High	High	Med	High	High
Benchmark:					
<ul style="list-style-type: none"> • Non-Conditioned Loops with no line sharing- 5 Business Days. Critical z-value applies. • Conditioned Loops with no line sharing - 10 Business Days. Critical z-value applies. • Loops with line sharing - Parity. • Loops with no line sharing - 5 Business Days. 					

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Agreed

55.2 Measurement:

Average Installation Interval for Loop With LNP

Definition:

Average business days from the receipt of an accurate LSR to completion date for N, T, and C orders excluding customer caused misses and customer requested due date greater than "X" business days. The "X" business days is determined based on quantity of UNE loops ordered and the associated standard interval.

Exclusions:

- Specials and Interconnection Trunks
- ~~Excludes UNE Combinations~~ UNE-P captured in the POTS or Specials measurements
- ~~Excludes Orders~~ that are not N, T, or C
- ~~Excludes Customer~~ requested due dates greater than "X" business days. X is defined as follows:

	<u>Std. Interval</u>	<u>"X" Days</u>
Non-CHC <u>Excluding FDT</u>		
▪ Loop with LNP (1-10) –	3 days	4 days
▪ Loop with LNP (11-20) –	7 days	8 days
▪ Loop with LNP (21+) –	10 days	11 days
CHC		
▪ Loop with LNP (1-10) –	5 days	6 days
▪ Loop with LNP (11-20) –	7 days	8 days
▪ Loop with LNP (21+) –	10 days	11 days
<u>FDT</u>		
▪ Loop with LNP (1-10) –	5 days	6 days
▪ Loop with LNP (11-20) –	7 days	8 days
▪ Loop with LNP (21+) –	10 days	11 days

- ~~Excludes Customer~~ caused misses
- NPAC caused delays unless caused by Ameritech
- Orders where CLECs are charged expedite charges
- Service requests/order involving major projects mutually agreed upon by CLECs and Ameritech. For Loop with LNP, a project is defined as >100 lines, circuits and/or telephone numbers.

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Business Rules:

The start time is the date of the receipt of an accurate LSR. The Completion Date is the day that Ameritech personnel complete the service order activity. From an interval perspective, an LSR received before 3PM is considered to be received on that day, an LSR received after 3PM is considered to be received the next day. The base of items is out of WFA (Work Force Administration) and it is reported at an order level to account for different measurement standards based on the number of circuits per order.

If an order is completed on a Saturday, Sunday, or Holiday, Ameritech will include that day in the calculation of interval.

For partial LNP conversions that require restructuring of customer account:

- 1-30 TNs: Add one additional day to the FOC interval. The LNP due date intervals will continue to be three business days and five business days from the receipt of the FOC depending on whether the NXX has been previously opened or is new.
- >30 TNs, including entire NXX: The due dates are negotiated.

Levels of Disaggregation:

Geographic-Geographic per State Agreements (See Appendix Four)

CHC

- Loop with LNP (1-10)
- Loop with LNP (11-20)
- Loop with LNP (21+)

Non CHC Excluding FDT

- Loop with LNP (1-10)
- Loop with LNP (11-20)
- Loop with LNP (21+)

FDT

- Loop with LNP (1-10)
- Loop with LNP (11-20)
- Loop with LNP (21+)

Calculation:

$$[\sum(\text{completion date} - \text{application date})] \div (\text{Total number of orders completed})$$

Report Structure:

Reported for CLEC, all CLECs, and Ameritech Affiliate.

Measurement Type:

Tier 1 - None

Tier 2 - None

Benchmark:

Diagnostic

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No Change

55.3 Measurement:

Percent xDSL-Capable Loop Orders Requiring the Removal of Load Coils and or Repeaters.

Definition:

The percentage of all xDSL-capable loops, greater than 12,000 feet (based on designed loop makeup information), ordered that require the removal of load coils or repeaters to provision xDSL services.

Exclusions:

- Loops under 12,000 feet
- Loops conditioned through the FMOD process

Business Rules:

The percentage of all orders for xDSL-capable loops where the removal of load coils or repeaters has been requested by the CLEC.
This PM is measuring loops conditioned based on pre-qualification data rather than loop conditioning required by the FMOD process. In other words, loops that are conditioned through the FMOD process SHOULD NOT be counted in this measure.

Levels of Disaggregation:

- Loops between 12,000 feet and 17,500 feet
- Loops over 17,500 feet

Calculation:

$$\frac{[\sum(\text{number of xDSL-capable loops requesting the removal of load coils or repeaters}) \div (\text{Total number of orders for xDSL-capable loops UNEs completed}) * 100]}{100}$$

Report Structure:

Reported for CLEC, Ameritech DSL Affiliate, and all CLECs.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Diagnostic

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Agreed

56. Measurement:

Percent Installations Completed Within "X" Days Customer Requested Due Date

Definition:

Percent installations completed within "X" business days customer requested due date when that date is later than or equal to the standard offered interval as defined in the CLEC manual or, if expedited (accepted or not accepted), the date agreed to by Ameritech.

Exclusions:

- Specials and Interconnection Trunks.
- ~~UNE Combo~~ UNE-Ps captured in the POTS or Specials measurements.
- Orders that are not N, T, or C.
- ~~CLEC requested due dates greater than "X" business days as set out in benchmark.~~
- CLEC caused misses.
- Orders where CLECs are charged expedite charges
- Orders included in Measurement 56.1
- ~~Service requests involving major projects mutually agreed upon by CLECs and Ameritech. For Resale and CPO a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers.~~

Business Rules:

The Application Date is the day that Ameritech receives the customer initiated service request. The Completion Date is the day that Ameritech personnel complete the service order activity. The base of items is out of WFA (Work Force Administration).

If an order is completed on a Saturday, Sunday, or Holiday, Ameritech will include that day in the calculation of interval.

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Levels of Disaggregation:

- ~~Geographic~~ Geographic per State Agreements (See Appendix Four)
- 2 Wire Analog
 - (1-10) – 3 Days
 - (11-20) – 7 Days
 - (20+) – 10 Days
- 2 Wire Digital
 - (1-10) – 3 Days
 - (11-20) – 7 Days
 - (20+) – 10 Days
- ~~1/2 Wire INP~~
 - ~~— (1-10) – 3 Days~~
 - ~~— (11-20) – 7 Days~~
 - ~~— (20+) – 10 Days~~
- DS1 loop (includes PRI) – 3 Days
- Switch Ports
 - Analog Port – 2 Days
 - BRI Port (1-50) – 3 Days
 - BRI Port (50+) – 5 Days
 - PRI Port (1-20) – 5 Days
 - PRI Port (20+) – 10 Days
- DS1 Trunk Port
 - (1 to 10) – 3 Days
 - (11 to 20) – 5 Days
 - (20+) – ICB
- Dedicated Transport (DS0, DS1, and DS3)
 - (1 to 10) – 3 Days
 - (11 to 20) – 5 Days
 - (20+) and all other types – ICB
- DSL with no Line Sharing
 - Non Conditioned – 5 Days
 - Conditioned – 10 Days
- DSL with Line Sharing Parity with ASI
- UNE Loop Projects (Service requests/orders with >100 lines, circuits and/or telephone numbers, or mutually agreed to) – all orders included in the Projects disaggregation are excluded from any other disaggregation

Calculation:	Report Structure:
$\left(\frac{\text{\# of items installed within "X" business days the customer requested due date} \div \text{total items}} \right) * 100$	Reported for CLEC, all CLECs, and Ameritech Affiliate.

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Measurement Type:

~~Tier 1 High~~

~~Tier 2 High~~

	IL	IN	MI	OH	WI
Tier 1	High	High	Med	High	High
Tier 2	High	High	Med	High	High

Benchmark:

95% within "X" days = IN, MI, OH, WI; IL requires parity.

- 2 Wire Analog
 - (1-10) – 3 Days
 - (11-20) – 7 Days
 - (20+) – 10 Days
- 2 Wire Digital
 - (1-10) – 3 Days
 - (11-20) – 7 Days
 - (20+) – 10 Days
- ~~12 Wire INP~~
 - ~~-- (1-10) – 3 Days~~
 - ~~-- (11-20) – 7 Days~~
 - ~~-- (20+) – 10 Days~~
- DS1 loop (includes PRI) – 3 Days
- Switch Ports
 - Analog Port – 2 Days
 - BRI Port (1-50) – 3 Days
 - BRI Port (50+) – 5 Days
 - PRI Port (1-20) – 5 Days
 - PRI Port (20+) – 10 Days
- DS1 Trunk Port
 - (1 to 10) – 3 Days
 - (11 to 20) – 5 Days
 - (20+) – ICB
- Dedicated Transport (DS0, DS1, and DS3)
 - (1 to 10) – 3 Days
 - (11 to 20) – 5 Days
 - (20+) and all other types – ICB
- DSL with no Line Sharing
 - Non Conditioned – 5 Days
 - Conditioned – 10 Days
- DSL with Line Sharing Parity with ASI
- UNE Loop Projects – As negotiated/ICB

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Agreed – New Measurement

56.1 Measurement

Percent Installations Completed Within the Customer Requested Due Date for Loop With LNP

Definition:

Percent installations completed within the customer requested due date when that date is greater than or equal to the standard offered interval as defined in the CLEC manual or, if expedited (accepted or not accepted), the date agreed to by SWBT

Exclusions:

- Specials and Interconnection Trunks.
- UNE-P captured in the POTS or Specials measurements.
- Orders that are not N, T, or C.
- Customer caused misses.
- NPAC caused delays unless caused by SWBT.

Business Rules:

The start time is the date of the receipt of an accurate LSR. The Completion Date is the day that SWBT personnel complete the service order activity. If the CLEC submits the LSR prior to 3:00 p.m. the CLEC may request a 3 day interval. If the LSR is submitted after 3:00 p.m. the CLEC can request a 4 day interval. The base of items is out of WFA (Work Force Administration) and it is reported at an order level to account for different measurement standards based on the number of circuits per order.

For partial LNP conversions that require restructuring of customer account:

- 1-30 TNs: Add one additional day to the FOC interval. The LNP due date intervals will continue to be three business days and five business days from the receipt of the FOC depending on whether the NXX has been previously opened or is new.
- >30 TNs, including entire NXX: The due dates are negotiated.

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Levels of Disaggregation:

- Aggregate
 - Loop with LNP (1-10)
 - Loop with LNP (11-20)
 - Loop with LNP (>20)
- CHC - Diagnostic
 - Loop with LNP (1-10)
 - Loop with LNP (11-20)
 - Loop with LNP (>20)
- FDT - Diagnostic
 - Loop with LNP (1-10)
 - Loop with LNP (11-20)
 - Loop with LNP (>20)
- Projects
 - Loop with LNP (Service request/order with >100 lines, circuits and/or telephone numbers, or mutually agreed to) – all service requests/orders included in Projects disaggregation are excluded from any other disaggregation.

Calculation:

Count of N, T, C orders installed within customer requested due date ÷ total N, T, C orders excluding those requested earlier than the standard offered interval) * 100

Report Structure:

Reported for CLEC and all CLECs.

Measurement Type:

Tier 1 - High
Tier 2 - High

	IL	IS	MI	OH	WI
Tier 1	High	High	Med	High	High
Tier 2	High	High	Med	High	High

Benchmark:

95% within the customer requested due date for Aggregate and Projects only. CIIC and FDT are provided on a diagnostic basis and are not subject to damages or assessments.

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Measurement #57 has been renumbered to Measurement 1.1

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Agreed

58. Measurement:

Percent Ameritech Caused Missed Due Dates

Definition:

Percentage of items where installations are not completed by the negotiated due date.

Exclusions:

- *Specials and Interconnection Trunks.*
- ~~UNE Combo~~ *UNE-Ps captured in the POTS or Specials measurements.*
- *Orders that are not N, T, or C.*
- *CLEC caused misses*
- *Orders included in CLEC WI 11 - FMOD Missed Due Dates*

Business Rules:

This includes items completed after the Due Date, due to an Ameritech reason. This measurement is reported at a circuit level for all UNEs. Count any unsolicited FOC which modifies the due date as a missed due date.

The number of items on orders cancelled after an Ameritech-caused missed due date is included in both the numerator and denominator

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Levels of Disaggregation:

- ~~Geographic~~ Geographic per State Agreements (See Appendix Four)
- 8.0 dB Loops
 - With Test Access
 - Without Test Access
- ~~5.0 dB Loops~~
 - ~~-- With Test Access~~
 - ~~-- Without Test Access~~
- BRI Loop With Test Access
- ISDN BRI Port
- DS1 Loop
 - With Test Access
- Dedicated Transport
 - DS1
 - DS3
- Subtending Channel
 - 23B
 - 1D
- Analog Trunk Port
- Subtending Digital Direct Combination Trunks
- Dark Fiber
- DSL Loops
 - Line Sharing
 - No Line Sharing
- Broadband DSL
 - Line Sharing
 - No Line Sharing

Calculation:

(# of UNEs with missed due dates
and the number of UNEs canceled
after the due date as result of an
Ameritech cause ÷ total items
installed and total items canceled as
result of an Ameritech cause) *100

Report Structure:

Reported for CLEC, all CLECs,
Ameritech, and Ameritech Affiliate.

Measurement Type:

~~Tier 1 High~~
~~Tier 2 High~~

	IL	IN	MI	OH	WI
Tier 1	High	High	Med	High	High
Tier 2	High	High	Med	High	High

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Benchmark:

Parity:

- 8.0 dB Loops
 - With Test Access
 - Without Test Access

NOTE: The Ameritech comparable to the 8dB loop with test access is the basic 2-wire POTS loop. Acceptable dB level varies by state

5.0 dB Loops

- ~~With Test Access~~
- ~~Without Test Access~~

- BRI Loop With Test Access
- ISDN BRI Port
- DS1 Loop
 - With Test Access
- Dedicated Transport
 - DS1
 - DS3
- Subtending Channel
 - 23B
 - 1D
- Analog Trunk Port
- Subtending Digital Direct Combination Trunks
- Dark Fiber
- DSL Loops
 - Line Sharing
 - No Line Sharing
- Broadband DSL
 - Line Sharing
 - No Line Sharing

Retail Comparison:

POTS (Res/Bus and FW)

VGPL

ISDN BRI
ISDN BRI
DS1 & ISDN PRI

DS1
DS3

DDS
DDS
VGPL

VGPL
DS3

Parity w/Ameritech Affiliate
5% (No critical z-value applies)

Parity w/Ameritech Affiliate
5% (No critical z-value applies)